



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

April 28, 2017

Mr. Rick Born, CEO  
Aetna Better Health  
2400 Veterans Memorial Blvd., Suite 200  
Kenner, LA 70062

**RE: Notice of Closure - Pharmacy External Claims Dispute Resolution**

Dear Rick:

By Notice of Action dated March 10<sup>th</sup> you were notified that Aetna's PBM, CVS/Caremark, failed to adjust the price on file for drugs that were subject to the Myers and Stauffer appeals process and determined to be unreasonable for the weeks of 10/6/16, 12/8/16, 12/15/16, 12/29/16, 1/19/17 and 2/9/17, as required in Section 7.17.2.2.7 of Exhibit 3 of the contract.

CVS/Caremark has updated the prices back to the date of the appealed claim for all drugs contained in the lists for the weeks above by the deadline, so this matter will be closed.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry".

Stacy Guidry  
Section Chief, Health Plan Management

SG/lj

cc: Sue Fontenot  
Jen Steele  
Kim Sullivan  
Melwyn Wendt  
File #: AET2-08